



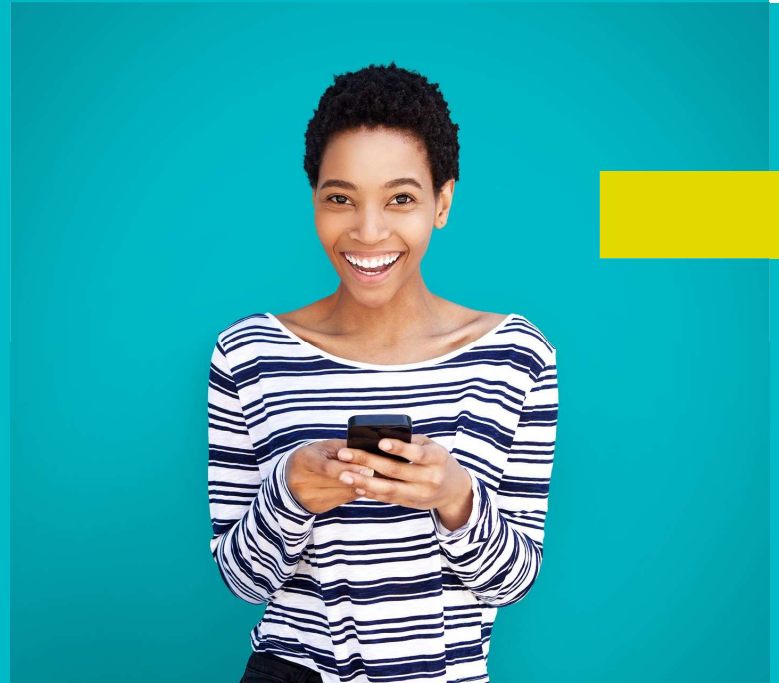
Building trust in AI through transparency

Philip Weiner

April 2023

THE POWER OF CONNECTION

bolttech.io



C1 – Public



Contents

- 01 Introduction**
- 02 AI vs Humans**
- 03 AI-powered humans**
- 04 Trust**



Introducing myself



- Chief Data Officer & employee #1, bolttech
- >15 years of insurance experience
- Fellow of the CIA
- 3 boys: ages 5, 7 & 9

02

AI vs humans

There is growing concern that AI might replace humans in the workplace



Saudi workers fear losing jobs to robots

Employees in Saudi Arabia are worried robots and AI will replace them in the workplace



Half of Saudi workforce fear robots will take their jobs

Workers in Saudi Arabia are concerned that robots and AI will take their job, according to IT specialists [Kaspersky](#).


INSIDER


Newsletters Log in [Subscribe](#)

[HOME](#) > [ECONOMY](#)

ChatGPT may be coming for our jobs. Here are the 10 roles that AI is most likely to replace.

Aaron Mok and Jacob Zinkula Feb 3, 2023, 12:25 AM







AGASSIZ-HARRISON OBSERVATIONS

Global Container Terminals said Deltaport is their third biggest container terminal in North America. (Grace Kennedy photo)

Union fears robots will kill jobs in controversial B.C. port expansion

International Longshore and Warehouse Union urging rejection of Roberts Bank Terminal 2 by Deltaport

LOCAL JOURNALISM INITIATIVE / Feb. 18, 2023 11:33 a.m. / [BUSINESS](#)



The Insightful Leader

SENT TO SUBSCRIBERS ON FEBRUARY 1, 2023

The jobs at risk from ChatGPT

It's hard to avoid news stories about [ChatGPT](#) and similar AI-driven chatbots these days, particularly think pieces analyzing [whether the robots are coming for our jobs](#).

Opinions range from insisting that [the takeover is imminent](#) to "eh, there's [not too much to worry about](#)." So I reached out to an assistant professor of finance, [Bryan Seegmiller](#), who has studied [the impact of disruptive technology on both blue- and white-collar jobs](#), for his take.

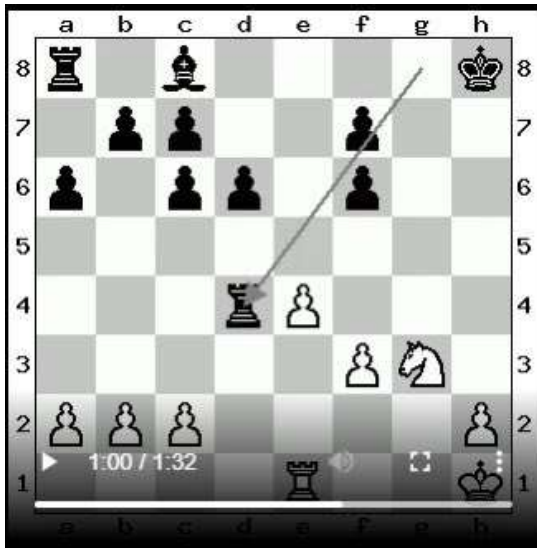
Target case study: Statistics might hint at the truth, but...



- Predicting likelihood of milestone events to market specific items, in this case, pregnancy
- Algorithm identified pregnancy, coupons for relevant items were sent
- Human intervention & feedback crucial to finetune subtleties – e.g. marketing without making customers feel overly scrutinized

AI on its own lacks context and understanding of human nature

ChatGPT plays chess



ChatGPT is a recently released v3.5 software that has the internet abuzz about what it can do as it can write a beautiful essay and even a poem

With words as my paint,

And a keyboard to create,

I craft a world of rhyme and verse,

A symphony of language, my universe.

AI has a long way to go before it can realistically replace human contextual thinking.



Humans and tools



Before

After



■

$$234567 * 8904 / 650 - 36 = ?$$



Technology - a tool that enables humans to do things more efficiently

03

AI-powered humans

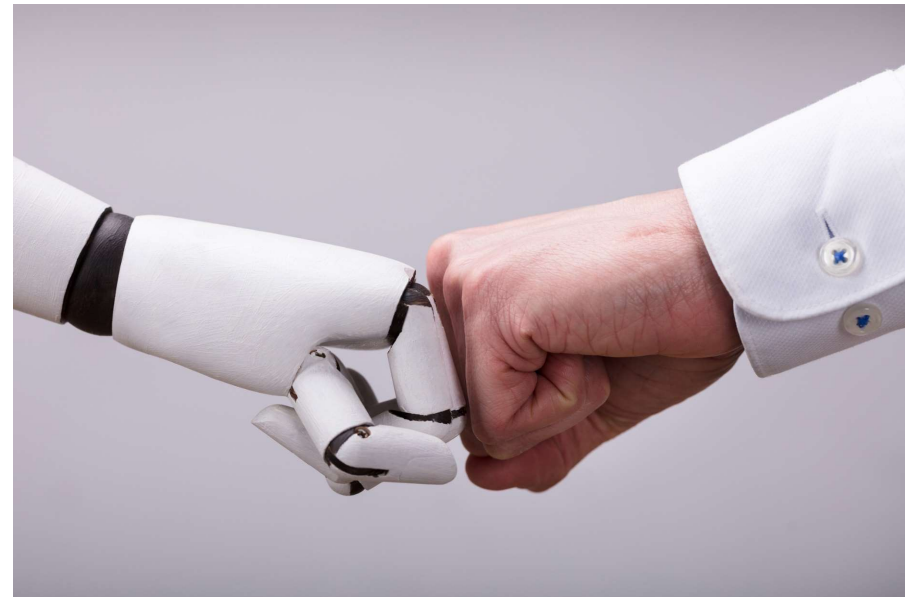
AI-powered humans at bolttech – Fraud detection

- Fraud is a key concern in the insurance industry
- AI / ML models assign a probability of potential fraud to a claim
- Claims with high fraud risk are followed-up by a human
- Humans must maintain integrity of the model:
 - Checking if it is actually fraud
 - Ensuring no bias or drift creeps in
 - Discovering new fraud methods/approaches



AI-powered humans at bolttech – Customer analysis

- AI helps determine what a human needs
 - Flagging major life events and their impact on needs
 - Assessments of what other people have bought
- Human can help determine what a person wants
 - Balancing vacations and insurance
 - Personal preferences in risk tolerance



AI-powered humans at bolttech – IoT sensors

- Sensors gather immense amounts of data which can be used to customize insurance designs, improve pricing and reduce risk
- Customers now place sensors throughout their home, auto and companies
- The AI can help organize this data which the human can harvest to
 - Design usage-based products
 - Determine how to reduce claims for each event
 - Train people with better habits

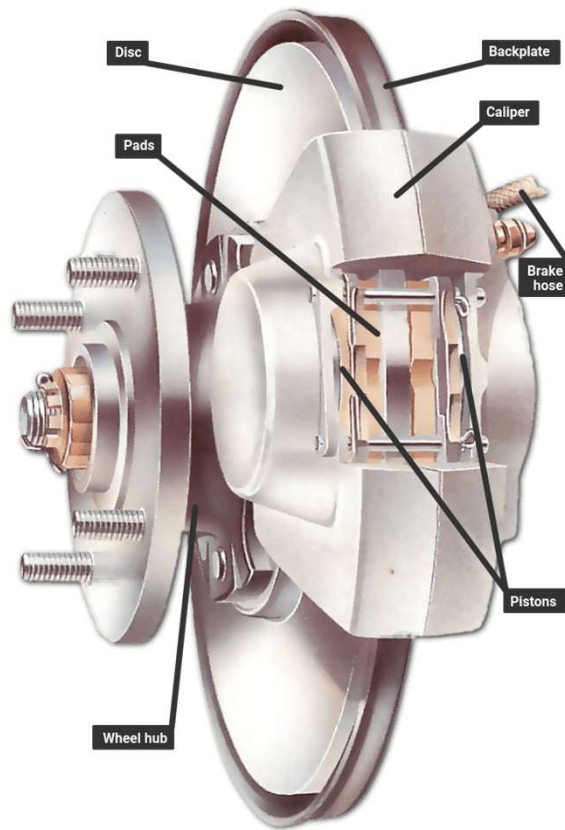


04

Trust

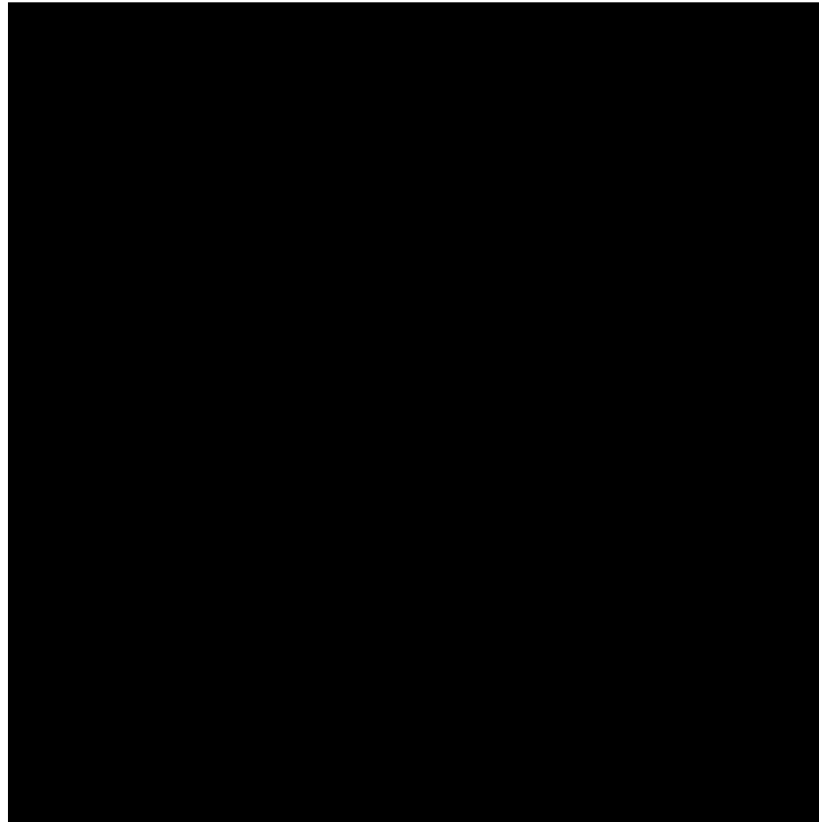


Trust is the foundation of a useful tool





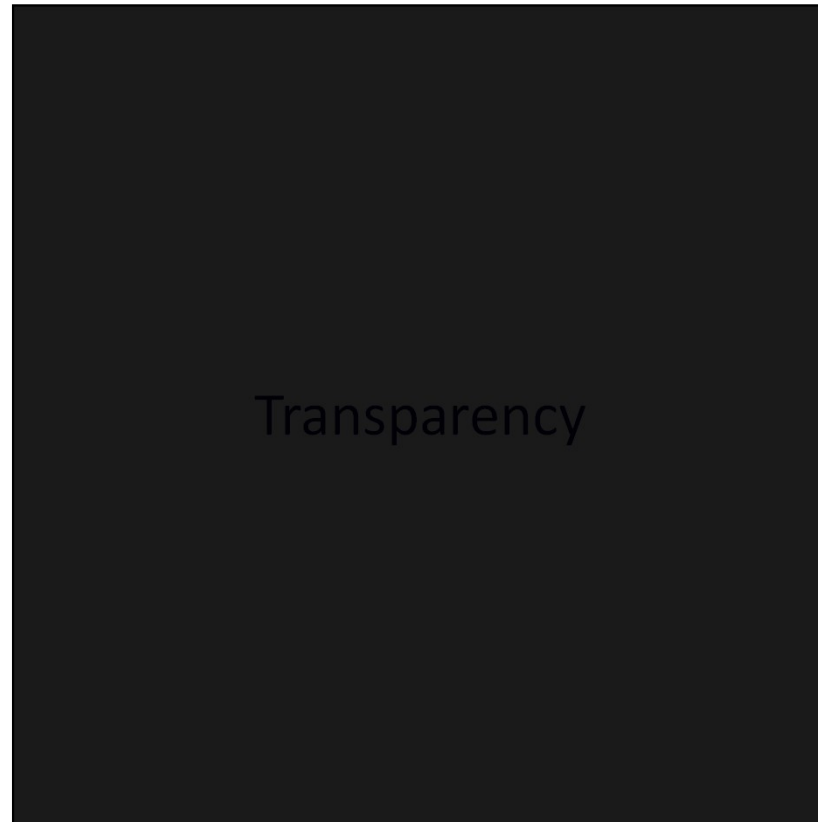
How can you trust an imperfect black box?





How can you trust an imperfect black box?

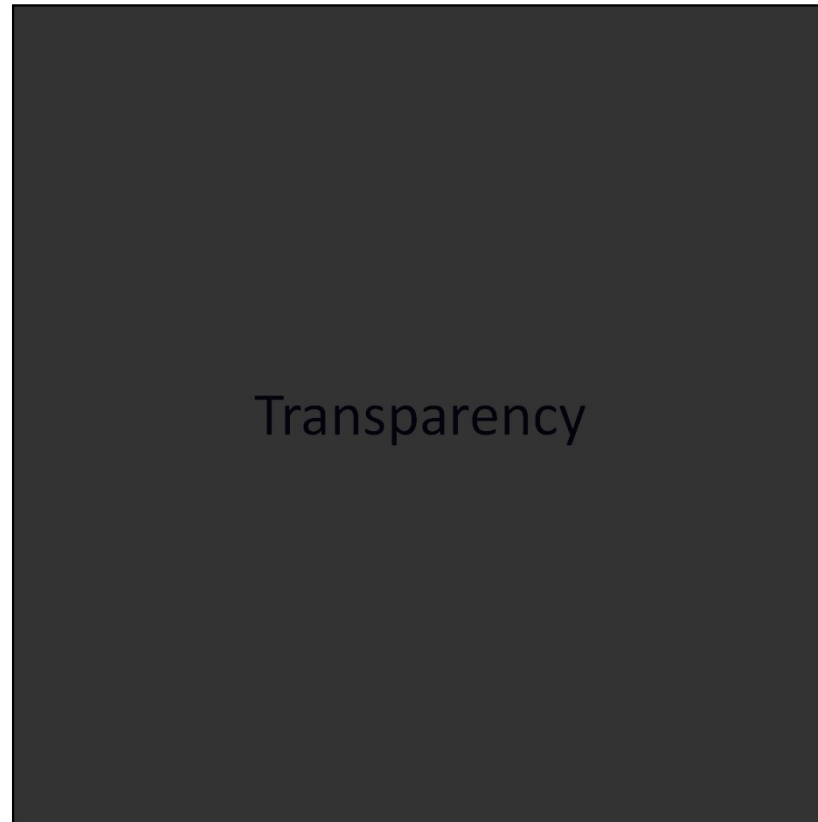
- **Explainability:**
Ensuring that AI systems are designed to provide understandable explanations for their decisions and actions in a human-readable format.





How can you trust an imperfect black box?

- **Explainability**
- **Data governance:**
Disclosing the type, quality, and sources of data used in training and testing AI systems, including any biases or limitations.





How can you trust an imperfect black box?

- **Explainability**
- **Data governance**
- **Documentation:**
Providing comprehensive documentation that describes the technical details, data sources, and algorithms used





How can you trust an imperfect black box?

- **Explainability**
- **Data governance**
- **Documentation**

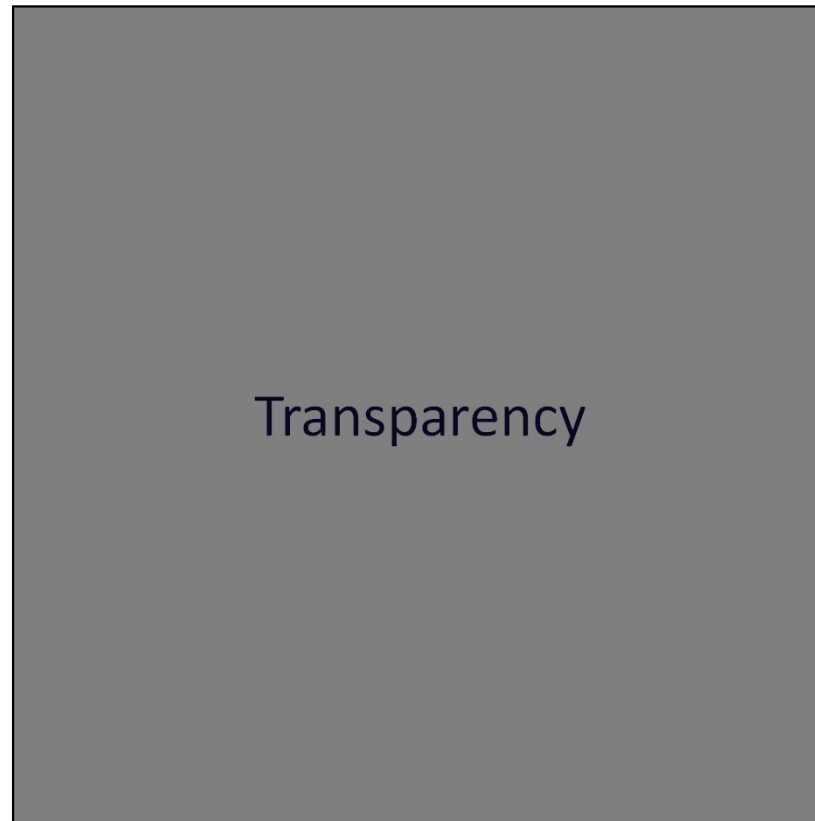


- **Auditing and Validation:**
Conducting regular audits and validations of AI systems to ensure their accuracy, fairness, and compliance with established standards or regulations.



How can you trust an imperfect black box?

- **Explainability**
- **Data governance**
- **Documentation**

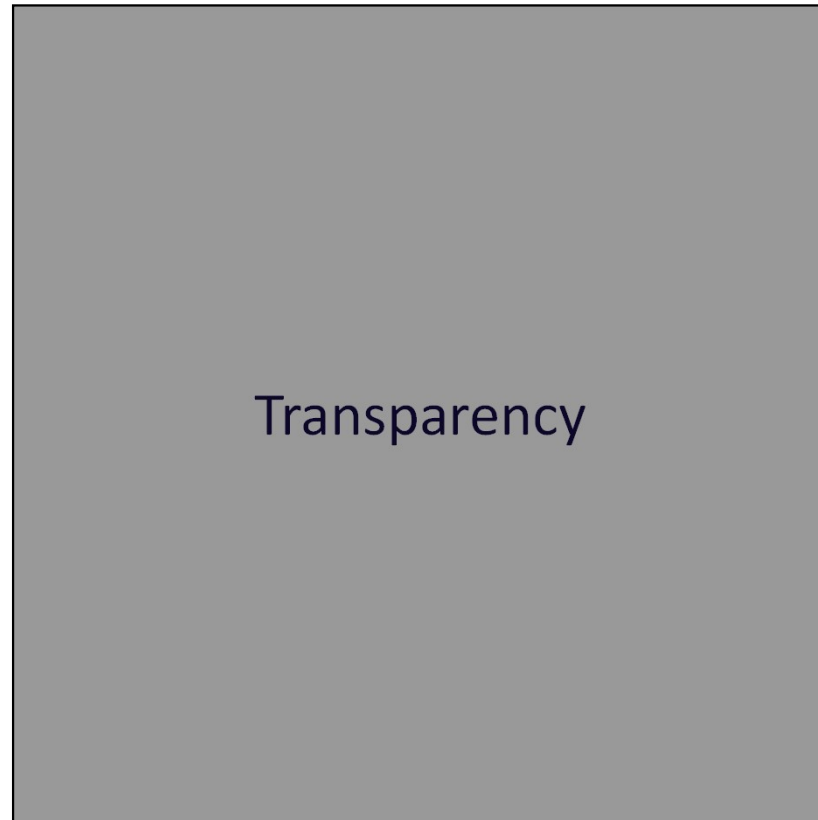


- **Auditing and Validation**
- **Ethics:** AI systems are designed and used in a manner that aligns with ethical principles, such as fairness, accountability, and respect for human values.



How can you trust an imperfect black box?

- **Explainability**
- **Data governance**
- **Documentation**



- **Auditing and Validation**
- **Ethics**



<https://bolttech.io>

THE POWER OF CONNECTION
bolttech.io

C1 – Public



bolttech